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FIG. 1

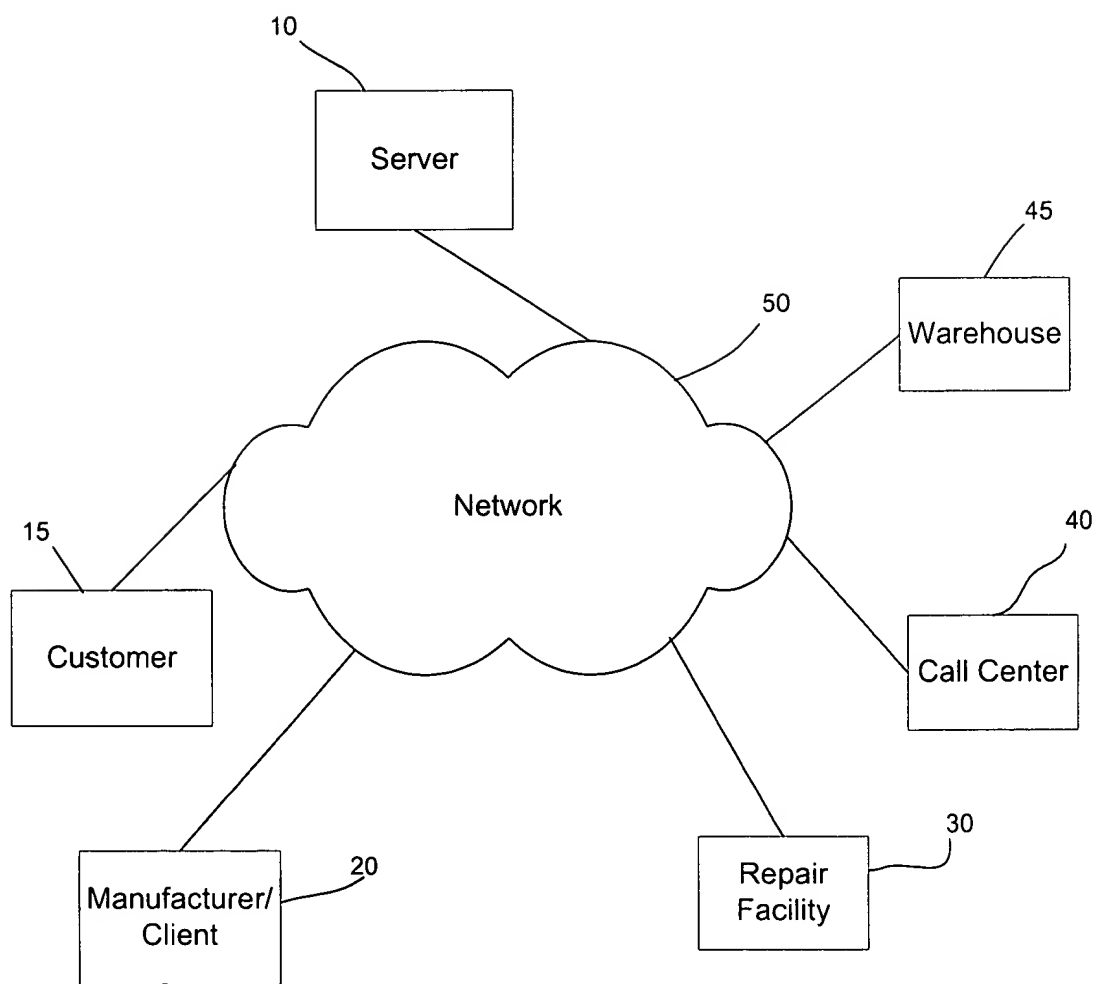


FIG. 2

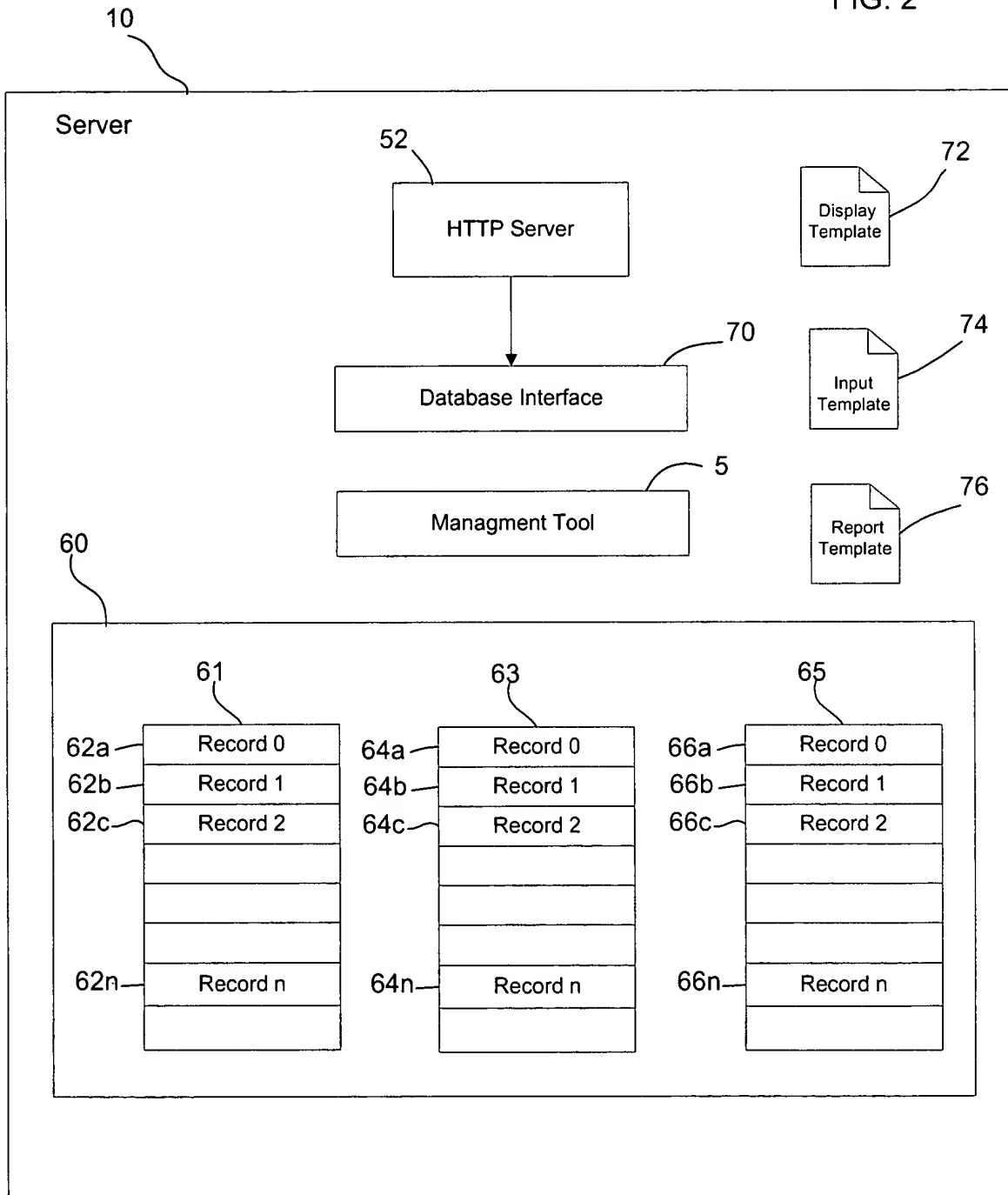
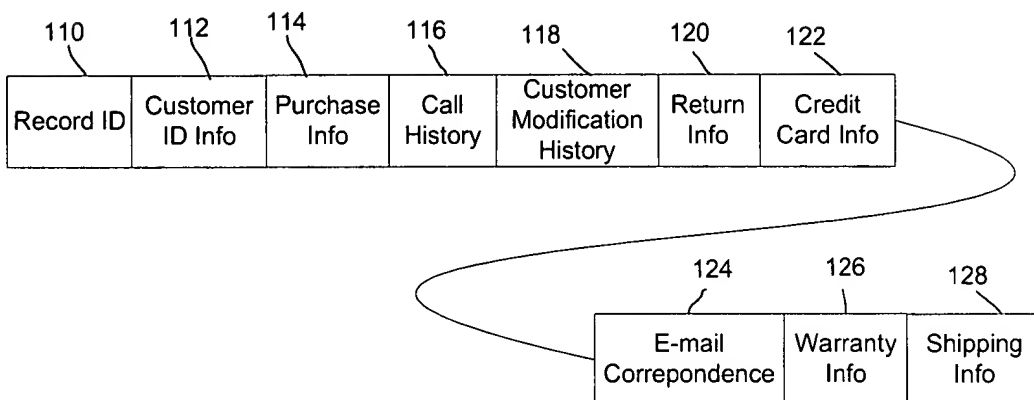


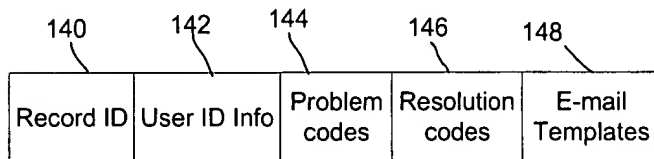


FIG. 3

Record 62



Record 64



Record 66

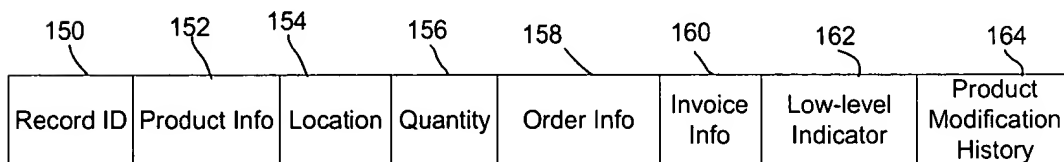


FIG. 4

5

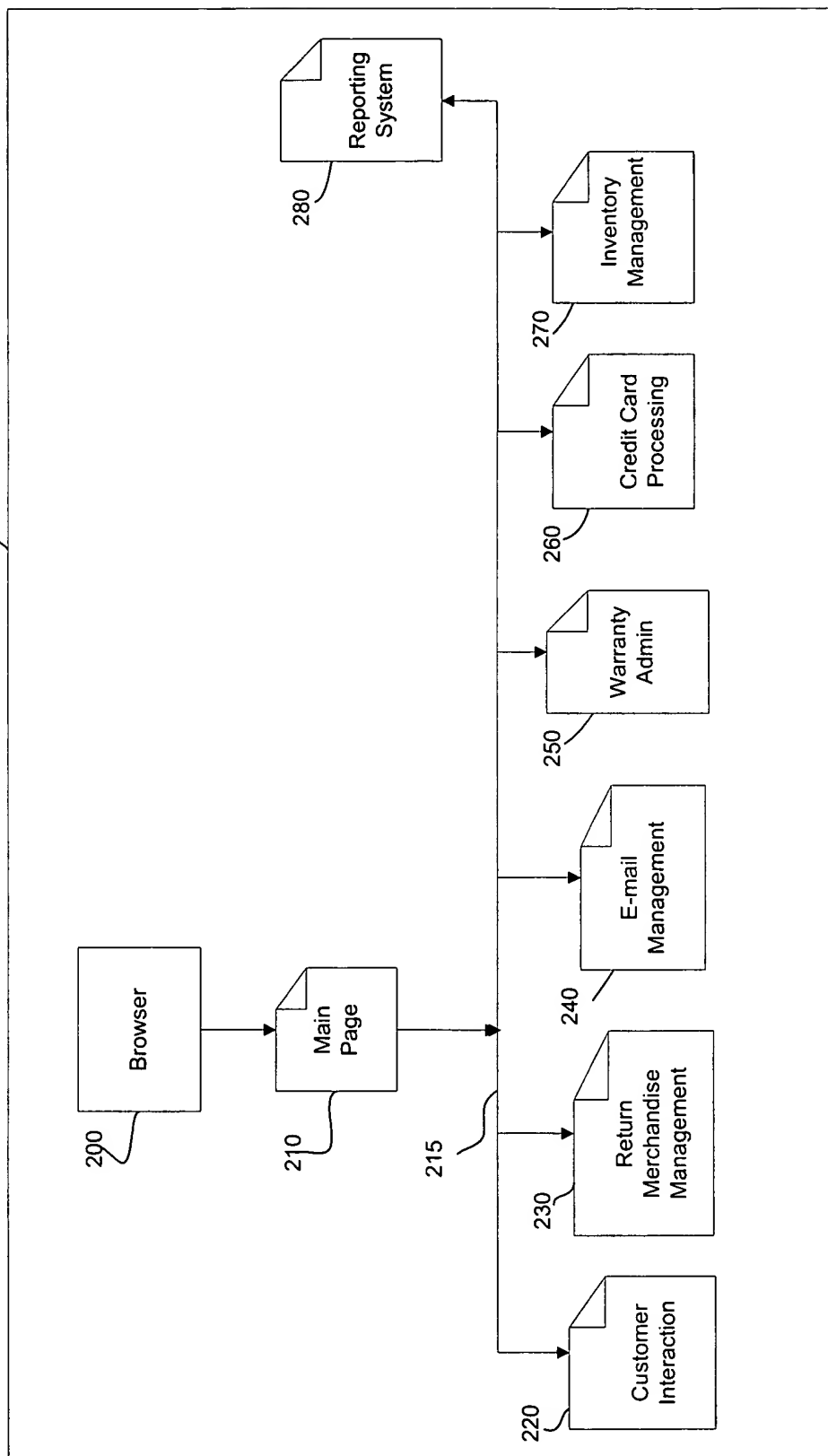


FIG. 5

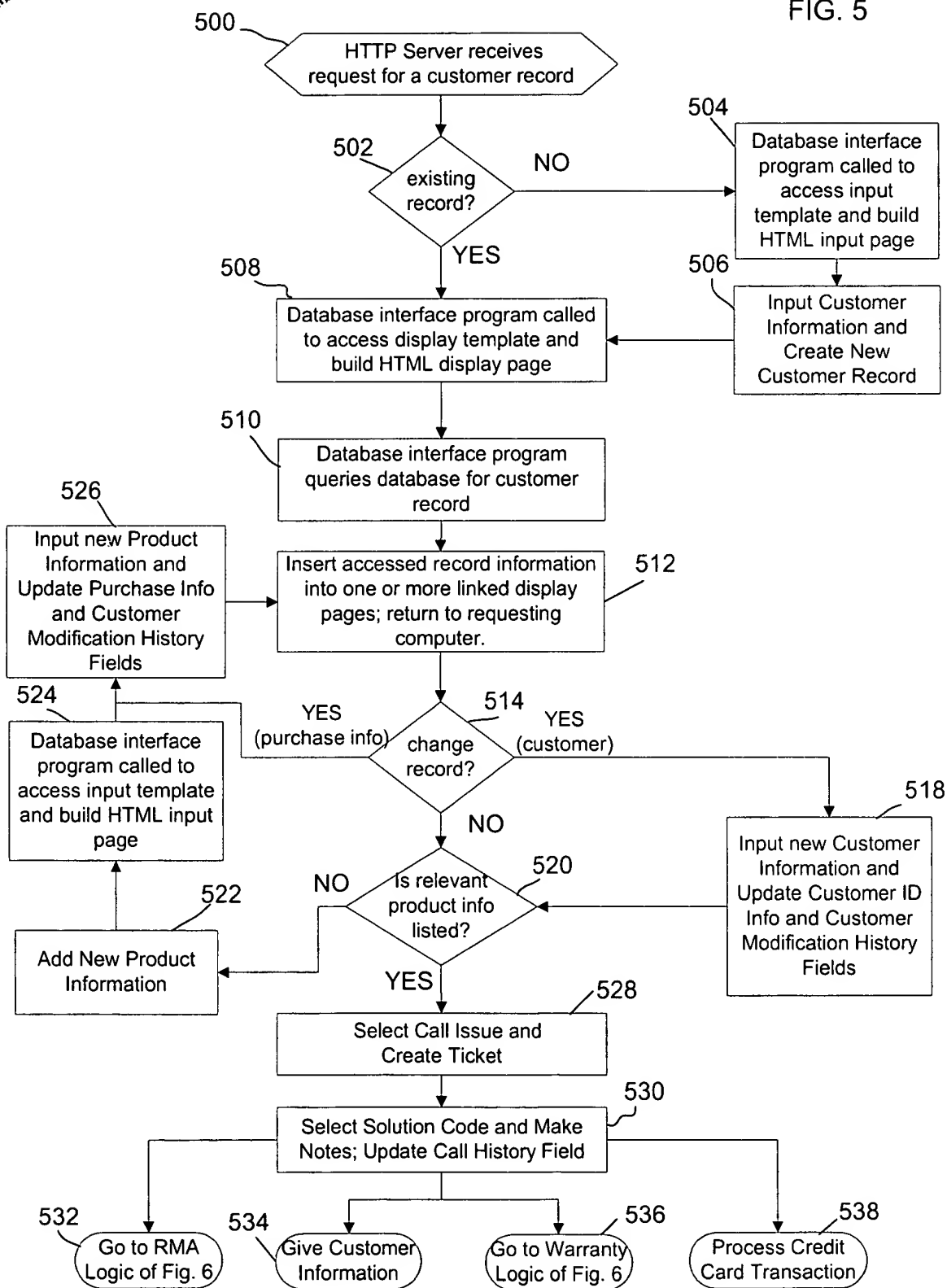
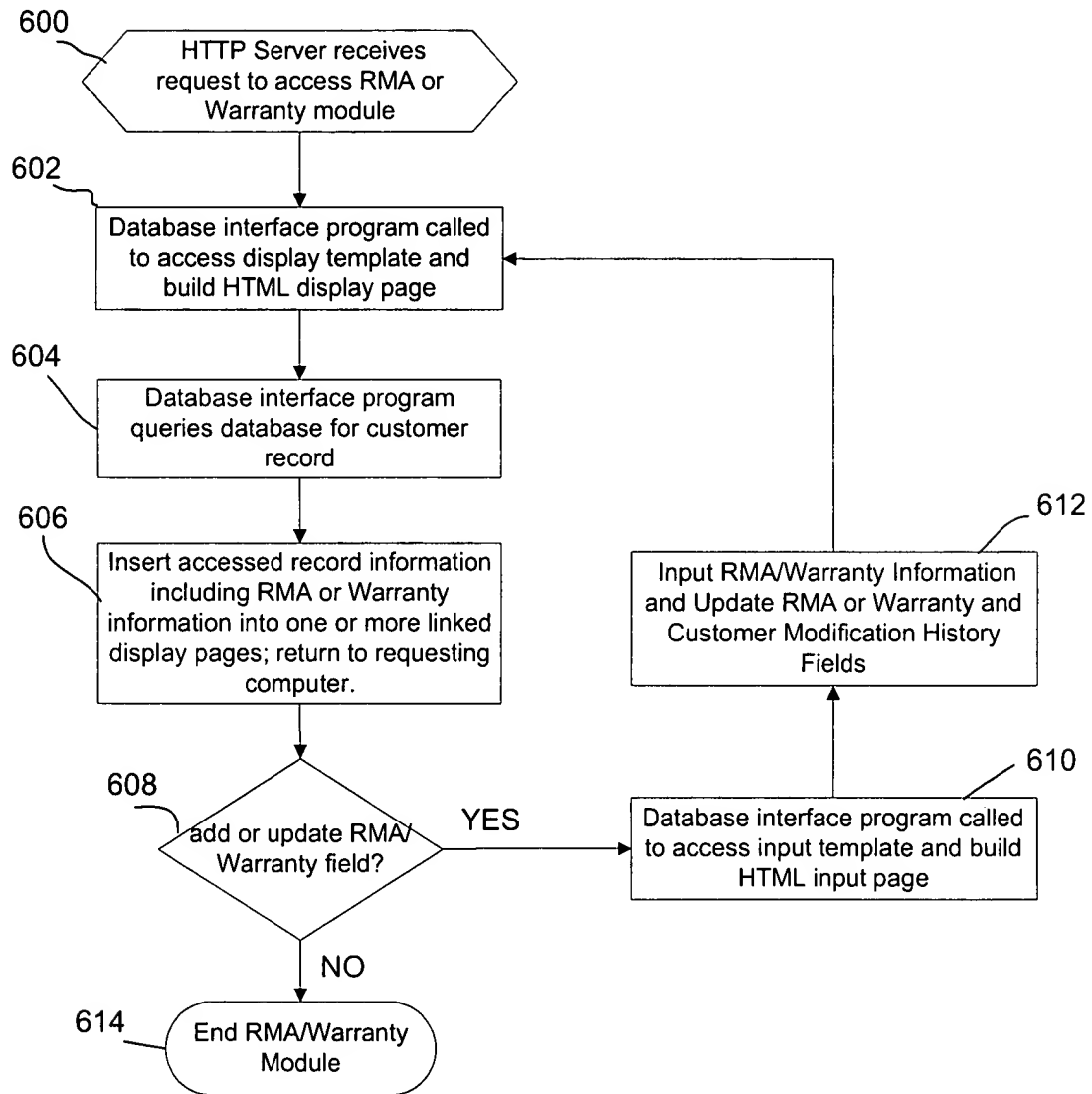


FIG. 6





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FIG. 7

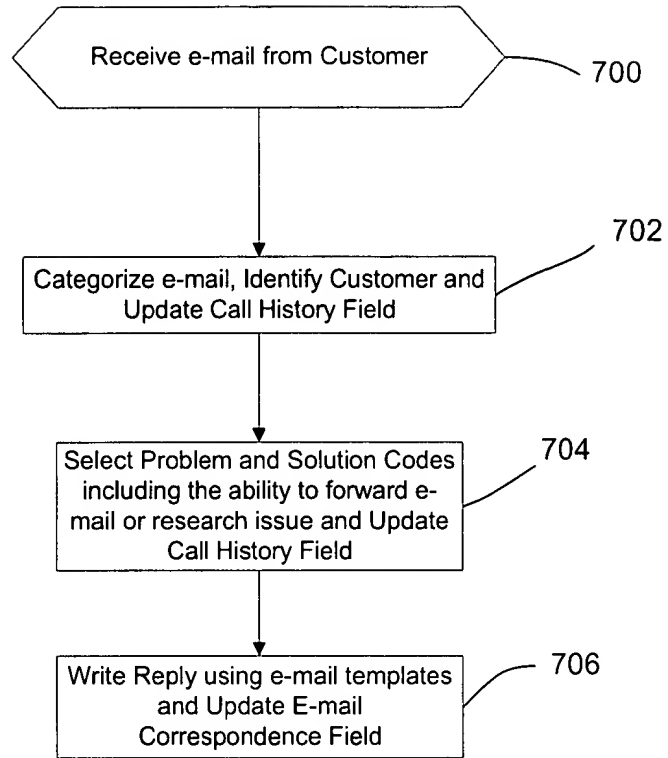


FIG. 8

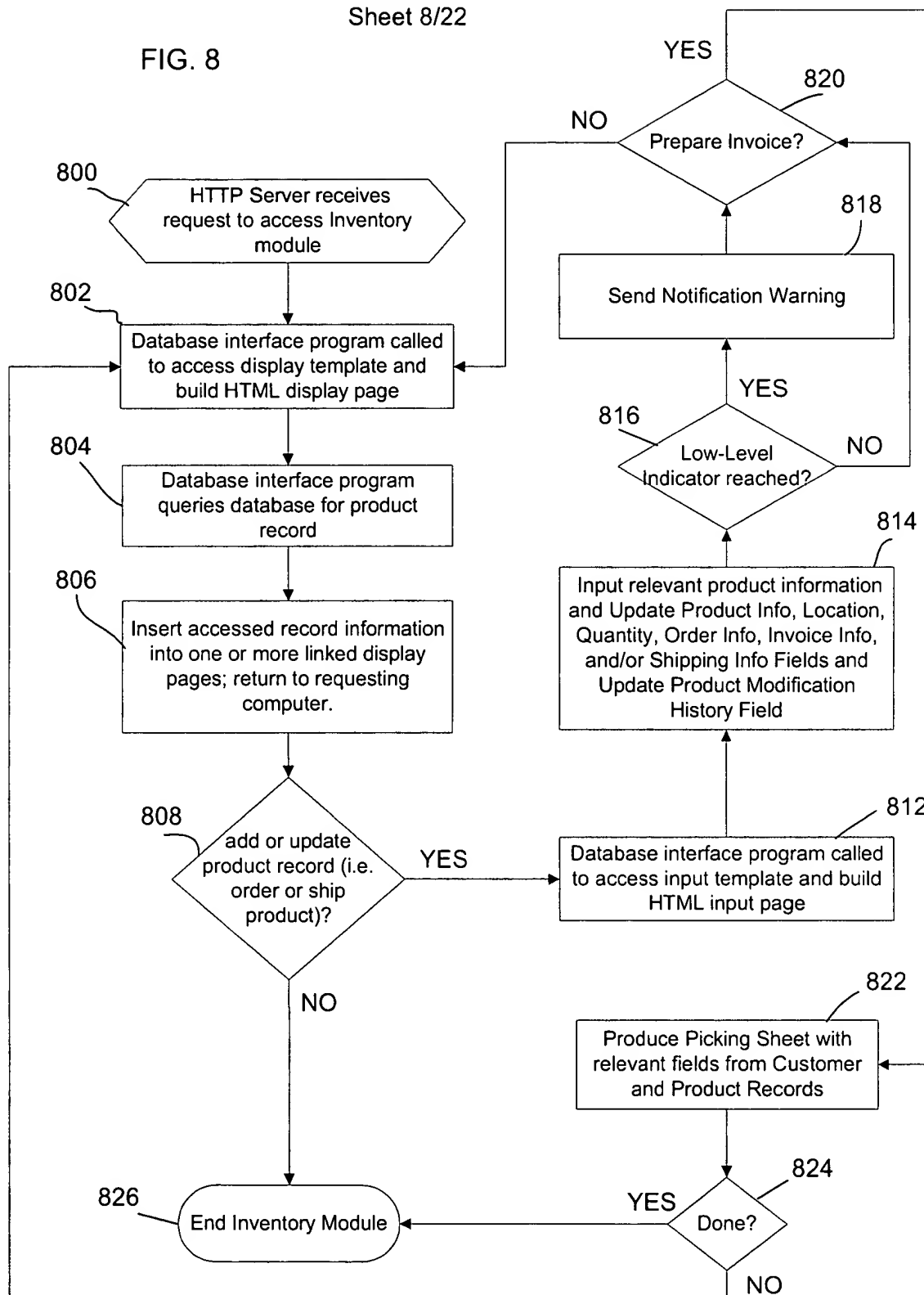
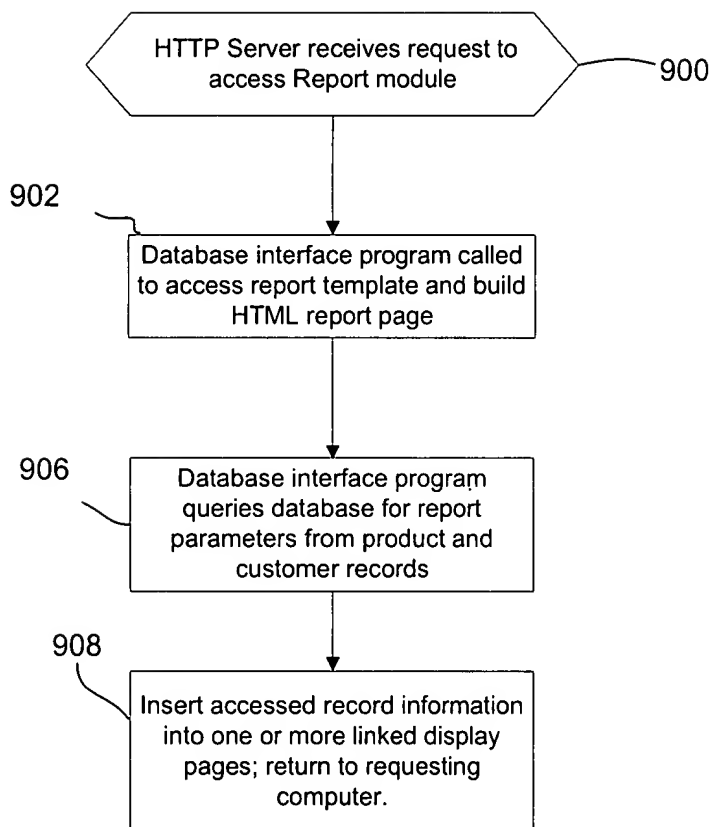






FIG. 9





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FIG. 10

Customer Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Real.com Links

Address http://cm.alorica.com/enshines/CustForm.asp?customer\_id=166515&Customer\_Product\_ID=175097

Agent Name: Paul Hao  
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Customer Product 175097 Part Warranty: In Call Out Call Issued  
Test ID: ID: Warranty: Num: 10 RMA 0 EW: Out

Customer Info | Product Info | ESA Info | Escalation Info | Call History | RMA Info | Part Request Info | Pay For Support Info

Customer ID: 166515  
Customer Product ID: 175097  
First Name: Toni  
Last Name: Test  
Address: 40 Test Drive West  
City: Testville  
State:   
Zip: 12345  
Day Phone: 1234567890  
Night Phone (Option): 9191919191  
Fax (Option): 8282828282  
Pager (option): 1818181818  
Email (Option): ttest@testa.com  
Company (option): Testa  
Modify

Send mail to  
Customer Record Modification History

Done Internet



FIG. 11A

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Customer Product Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail On Pinned Edit Real.com Links

Address http://cm.alorica.com/emachines/product.asp

Agent Name: Paul Hao  
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Toni Customer Customer  
Name: Test ID: 166515 Product 175097 Part Call Issued  
ID: ID: Warranty: In Warranty: Out Num: 10 RMA 0 EW: Out  
#:

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

Customer ID Customer Product ID Serial Number RMA Replaced  
166515 175097 111222333 0

Add New or Another Product: New Product

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

Internet

FIG. 11B

Customer Product Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail On Pinned Edit Real.com Links

Address http://cm.alorica.com/emachines/product.asp?customer\_id=166515&product\_id=175097

Agent Name: Paul Hao  
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Toni Customer Customer  
Name: Test ID: 166515 Product 175097 Part Call Issued  
ID: ID: Warranty: In Warranty: Out Num: 10 RMA 0 EW: Out  
#:

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

Customer ID: 166515  
Customer Product ID: 175097  
Model Number: 400id Change  
Serial Number: 111222333  
Monitor Serial Number:  
Purchase Date: (MM/DD/YYYY) 12/10/1999  
Part Warranty Expiration Date: (MM/DD/YYYY) 12/10/2000  
Purchase Store:  
Manufacturer: Emachines  
Modify

Customer Product Record Modification History:  
Agent Name Date Comment Description

Customer Info Product Info ESA Info Escalation Info Customer History RMA Info Part Request Info Pay For Support Info

Internet

**Nave Call Tracker** - Microsoft Internet Explorer

Problem Code:

**Call Tracking For Customer ID:**

Call Time: 1 Min.  
Ticket ID: 37  
Reason For Contact:

test

<http://cim.alorica.com/pbcenade/NewT...>

Solution:

test

Solution Code:

Add Record

Select A Solution Code

- Select A Solution Code
- Resolved Inquiry
- Processed Sale
- Sent Brochure
- Reported Complaint
- Issued RMA



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FIG. 13

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Links

Address http://rma.alorica.com/emachines/rmaseet.cfm

Logged In as Paul Mao Log Out E Machines Support System

**General Information**

Introduction  
RMA Status Check  
Insulation  
Emachines Inspection  
Emachines Inspection Code Page  
Emachines Quality Control  
Emachines Quality Control Code Page  
RMA Receiving  
RMA Receiving Code Page  
RMA Receiving Code Page

**EMachines Systems: RMA Status Check**

You may search by any of the following:

RMA Number: EM050022121  
Model Name  
Serial Number  
First Name  
Last Name  
Phone  
Zip Code  
Country  
Agent ID  
Issue Date From: To:  
Sort By: RMA Number

Find Clear Form

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Internet



FIG. 14A

RMA Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA

Address http://cm.alorica.com/emachines/RMA.asp

Agent Name: Paul Hao Date: 7/11/00 Search Add Bykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Call Issued  
Test ID: ID: Warranty: In Num: 9 Rma 1 EW: Out #1

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

Please select a RMA record to RMA history record.

RMA No	Issue Date	Shipped Date	Received
EM050022121	05/22/00		

Total Record = 1

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

Internet

FIG. 14B

RMA Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA

Address http://cm.alorica.com/emachines/RMA\_Info.asp?RMANo=EM050022121

Agent Name: Paul Hao Date: 7/11/00 Search Add Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Product 175097 Part Warranty: In Call Call Num of Issue 1 EW: Out  
Test ID: ID: Warranty: In Num: 10 Rma: 1

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

RMA Status Result:

RMA Date:	May 22 2000
RMA Number:	EM050022121
RMA Agent:	Paul Hao
First Name:	Toni
Last Name:	Test
Address1:	40 Test Drive West
Address2:	
Address3:	
City:	Testville
State:	Testonia
Zip Code:	12345
Country:	US
Contact:	
Phone:	1234567890
Alternate Phone:	9191919191
E-mail:	tttest@testa.com
Alt. E-mail:	
Model Name:	400id
Serial Number:	111222333
Warranty (In/Out):	1
Purchase Date:	

Done Internet



Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

Address: http://care.alorica.com/estwan/frame1.cfm?page\_name=customer\_info.cfm&CustomerId=1118674&Request1meout=1200MCFD=425MCFD&EN=7139366

Alorica, Inc.: Extended Warranty On-Site Service Support System

Search  
Customer Information  
Extended Warranty  
Service History  
Esc Status  
Service Enter  
User Admin  
Operation Reports  
Log Out

Customer Information

First Name: paul  
Last Name: heo  
Address: host  
City, State Zip: Diamond Bar CA 91765  
Phones: Day 9096102511  
Evening  
Fax  
Email: paul@alorica.com  
Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status
910001	test	910001	11/11/1999		Approved	Edit

FIG. 15B

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

Address: http://care.alorica.com/estwan/frame1.cfm?page\_name=customer\_info.cfm

Service Enter  
User Admin  
Operation Reports  
Log Out

Phones: Day 9096102511  
Evening  
Fax  
Email: paul@alorica.com  
Company: Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status
910001	test	910001	11/11/1999		Approved	Edit

Record History

Agent	Date	Description	Comments
edward	2000-04-12 13:02:57	Update Customer Record	tm
edward	2000-01-31 15:14:47	Update Customer Record	dmw
edward	2000-01-31 17:08:41	Update Customer Record	test
edward	1999-10-27 15:35:24	Update Customer Record	Update info
edward	2000-04-28 18:28:17	Update Customer Record	cc
edward	2000-04-28 18:28:30	Update Customer Record	cc
edward	2000-01-31 15:13:33	Update Customer Record	dar
sup	1999-12-07 12:48:17	Update Customer Record	test
sup	2000-01-24 17:38:14	test	Modify

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FIG. 16

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA A

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Links

Address http://rma.alorica.com/emachines/frameset.cfm

Logged in as: Paul Hjo Log Out EMachines Support System

Main Receiving

Main Entry Receiving

Receiving

Print Traveler

RMA Shipping

RMA Shipping

Operation Reports

Agent Function Search

Receiving Report

Repair Stage Report

QC Discrepancy Report

Inspectoin Code Report

Inspectoin Summary Report

IOA Report

Call Center Report

EPR Shipping Report

User Administration

Download/

Receiving Report

RMA Number	RMA Date	Receive Date	Receive Agent	Receive Shipper	Model No	Part No
Received RMA						
EM060008135	6/8/2000	7/7/2000			eMonster 550	
EM060008186	6/8/2000	7/7/2000			366i	
EM060010123	6/10/2000	7/7/2000			366c	
EM060010134	6/10/2000	7/7/2000			366i2	
EM060011131	6/11/2000	7/7/2000			366i2	
EM060012128	6/12/2000	7/7/2000			433i	
EM060012190	6/12/2000	7/7/2000			eMonster 500	
EM060013133	6/13/2000	7/7/2000			366c	
EM060013176	6/13/2000	7/7/2000			400i3	
EM060013228	6/13/2000	7/7/2000			333cs	
EM060013231	6/13/2000	7/7/2000			500i	
EM060014062	6/14/2000	7/7/2000			400i	
EM060014087	6/14/2000	7/7/2000			366c	
EM060014097	6/14/2000	7/7/2000			400i3	
EM060015095	6/15/2000	7/7/2000			466id	
EM060015098	6/15/2000	7/7/2000			366i	
EM060015122	6/15/2000	7/7/2000			366i2	
EM050024097	5/24/2000	7/7/2000			400id	
EM050024184	5/24/2000	7/7/2000			400i	
EM050026294	5/26/2000	7/7/2000			466is	

Internet



[Login Verily Online Tool] - Microsoft Internet Explorer  
 Address: http://help.e4me.com/Login/verily.asp

User Name: Chum Tzeng  
 Mail Queue: MOTHERBOARD  
 Date: 12/2/99  
 Total Number Of Mail: 22  
 MOTHERBOARD Queue: 0

Received Date: 12/2/99 6:09:14 PM  
 Problem Code: MOTHERBOARD  
 Case ID: 12082  
 Agent Email: chuei@alorica.com  
 Customer Email: James.Andolfo@matrox.com  
 Model Number: 333cs

After working fine since purchase, unit suddenly does not respond to green start button at front of tower. Surge protector has been checked and is fully functional, as are all peripherals connect to surge protector. Since unit is "dead", my mother has no internet access and I'm putting this support request in. Please respond ASAP to me at my work e-mail account at Matrox Graphics Inc. (James.Andolfo@matrox.com)

Agent Selected Problem Code: 3RD Party  
 Your Response:

12/2/99  
 Irma Weathers  
 6921 Lake Park Cir N  
 Davis, FL 33328  
 Re: Email ID 12082

Template Category:  
 Select a category  
 3RD Party  
 3RD Party  
 CD-ROM  
 Commandation  
 CPU  
 Credit  
 Customer Service  
 Extended Warranty  
 Floppy Drive  
 Hard Drive

Opening page http://help.e4me.com/asp.asp?QueueID=1&NAME=ChumTzeng&NAME=12082-8

FIG. 17B

[Login Verily Online Tool] - Microsoft Internet Explorer  
 Address: http://help.e4me.com/Login/verily.asp

User Name: Chum Tzeng  
 Mail Queue: MOTHERBOARD  
 Date: 12/2/99  
 Total Number Of Mail: 22  
 MOTHERBOARD Queue: 0

Customer Email: James.Andolfo@matrox.com  
 Model Number: 333cs

After working fine since purchase, unit suddenly does not respond to green start button at front of tower. Surge protector has been checked and is fully functional, as are all peripherals connect to surge protector. Since unit is "dead", my mother has no internet access and I'm putting this support request in. Please respond ASAP to me at my work e-mail account at Matrox Graphics Inc. (James.Andolfo@matrox.com)

Agent Selected Problem Code: 3RD Party  
 Your Response:

Dear Irma Weathers:  
 Emachines would like to thank you for your inquiry. At emachines customer satisfaction is of the utmost importance. To assist you as effectively as possible, we are sending you our most current information regarding your request.

Template Category:  
 Customer Service

Reply Forward Research Remove

Done



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FIG. 18A

Product ID: 338  
Category: PDA  
Sub-category: MobilePDA  
Manufacturer: REC  
Part No: PDA-001  
Model Type: Ruggedized PDA, Handheld Device  
SKU: REC-M200A  
Size: 5  
Quantity On Hand: 10  
Ordered Quantity: 0  
Low Qty Alert: 5  
Quantity On Order: 0  
Location Code: 0  
Model Information: Ruggedized PDA, Handheld Device, 5.0" color LCD, 128MB RAM, 1.3MP camera, 100,000 hits  
Marketing Text: Ruggedized PDA, Handheld Device, 5.0" color LCD, 128MB RAM, 1.3MP camera, 100,000 hits

FIG. 18B

Low Qty Alert: 5  
Quantity On Order: 0  
Location Code: 0  
Model Information: Ruggedized PDA, Handheld Device, 5.0" color LCD, 128MB RAM, 1.3MP camera, 100,000 hits  
Marketing Text: Ruggedized PDA, Handheld Device, 5.0" color LCD, 128MB RAM, 1.3MP camera, 100,000 hits  
Small Image Name: ProductImagePDA770img01  
Large Image Name: ProductImagePDA770img01  
Price (\$): 149.99  
Cost (\$): 0  
Weight (in lb): 5  
Discounted: No  
Special Promotion: Yes  
Show on Home Page: Yes  
If unavailable will restrict: Yes  
Will show on public web site: Yes

FIG. 18C

Weight (in lb): 5  
Discounted: No  
Special Promotion: Yes  
Show on Home Page: Yes  
If unavailable will restrict: Yes  
Will show on public web site: Yes  
Stores For Product ID: 338  
Store Name: Remove  
Add Store  
Product Record Modification History For Product ID: 338  

Username	Date	Time	Action
Robert Chung	7/11/00	2:21:20 PM	price
Robert Chung	7/11/00	4:00:27 PM	price
Robert Chung	7/11/00	2:49:34 PM	price
James Chung	7/11/00	3:01:07 PM	changes
James Chung	7/11/00	3:00:25 PM	price



FIG. 19A

Product Main - Microsoft Internet Explorer provided by ALORICA

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Paul Hao  
7/12/00  
Access Level: 1

SKU:	Model Type:	Location	Quantity On Hand
010-00001	PRINTER HP594C		0
011047-01	MON 3070A 17		22
011106	Newly Manufactured NEC 15		172
011144	MON 2160 15	A3U/A4U/A1	81
011146	MON 3070A 17		78
030013	SC WD1004A-27X		0
030036	CNTRLR CT1600 SB PRO II		0
030037	SC NX PRO (PCT) 8 BIT		0
030039	SC BXII AUDIO CONTROLLER		0
030040	SC SG NX PRO 16BIT		0
030041	SC SG PRO 16 MOZART		0
030043	CNTRLR 2nd SERIAL PORT		1
030057	VB PWB-1841-1 SPECTRIA		0
030059	VB PWB-1841-3 SPECTRIA		0
030069	SC SOUND-16ASRS W/O AMP		0
030082	SC 14.4AMSP, REV.A	D25U/D2U	992
030101	SC 288SP SND2 10K OHM		124

Done Internet

FIG. 19B

Inventory P.O. - Microsoft Internet Explorer provided by ALORICA

Inv P.O. | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Paul Hao  
7/12/00  
Access Level: 1

Product Info | Compatible Model | Inventory Records |

Vendor:  Order Number:

Order Date (mm/dd/yy): 7/12/00 Available Date: 7/17/00

SKU:  Quantity:

Unit Cost (\$):

Note:

Inventory Purchase Orders For PO:

Order Number	SKU	Order Date	Qty	Unit Cost	Vendor	Available Date	Note	Delete
Total Records On This PO: 0								

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |



Invoice - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History ALORICA ALORICA

Address http://www.techjungle.com/bnec/admin/InvoiceRec.asp

Paul Hao  
7/12/00  
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Insh | Customer Insh | Report | Logout

Customer Info | Invoice | Orders | RMA | Create Picking Sheet

Invoice ID: 9 eMachines  
Invoice Date: 12/28/99 12:21:09 PM  
Status: SHIPPING\_NOTIFIED

Ship To Address:

First Name: test  
Last Name: test  
Address: test  
City: test  
State: CA  
Country: USA  
Zip: 91748  
Day Phone: 1112223333  
Eve Phone: 3332221111  
Zip:  
Shipping Method: FedEx2day Selected

Credit Card Information:

Credit Card Type: MasterCard  
Credit Card Number: 4111111111111111

Done Internet

FIG. 20B

Picking Sheet - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help ALORICA ALORICA ALORICA ALORICA

Back Forward Stop Refresh Home Search Favorites History ALORICA ALORICA

Address http://www.techjungle.com/bnec/admin/PickingSheet.asp?Invoice\_ID=5480401 Invoice\_ID=1303

eMachines  
Agent Name: Paul Hao

Ship to: test test Bill to: test test Date: 12/28/00 12:21:00 PM  
test test  
test,CA91740  
Tel(0): (111) 2223333 Tel(0): (111) 2223333  
Tel(E): (333) 2221111 Tel(E): (333) 2221111  
Email: paul@alorica.com

Phone: (111) 2223333 Customer ID: 8533 Invoice ID: 1303

Part No	Location	SKU	Model	Qty	Ship	Shipped	B/O Available Date	Tracking No.	Method	Unit Price	Sub Total
No Order Items!											

Credit Card Type	Credit Card No	Expiration Date	Pre-Authorization Order No	Pre-Authorization Reference No	Pre-Authorization Retain Code	Status
Master Card	4111111111111111	01/00		9464054738381051365531		SHIPPING_NOTIFIED

Comment: This is a test

Done Internet



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FIG. 21A

Order List From: 7/12/00 To: 7/12/00  
FOR Store: eMachines

Order ID	Invoice ID	Customer ID	Product ID	SKU	Part No	Order Date	Status	Order Qty	Shipped Qty	Unit Price	Sub Total	Ship By	B/O Available Date	Product Category	Product Name	Mo
18295	16486	13929	1438	584	584	7/12/00 1:02:28 AM	SHIPPED	1	1	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Res	
18298	16489	13932	1403	560	560	7/12/00 6:15:55 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines Pov Sur	
18299	16490	13933	1403	560	560	7/12/00 6:53:08 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines Pov Sur	
18300	16491	13934	1403	560	560	7/12/00 6:53:24 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines Pov Sur	
18303	16494	13937	1403	560	560	7/12/00 7:04:23 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines Pov Sur	
18304	16495	13938	1403	560	560	7/12/00 7:04:58 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines Pov Sur	
18305	16496	13939	1436	582	582	7/12/00 7:05:11 AM	PRODUCT READY	1	0	\$0.00	\$0.00	Two Day		Restore CDs	eMachines Res	
18307	16498	13941	1403	560	560	7/12/00 7:18:05 AM	SHIPPED	1	1	\$54.95	\$54.95	Two Day		Desktop Parts	eMachines Pov Sur	
18308	16499	13942	1403	560	560	7/12/00 7:19:15 AM	SHIPPED	1	1	\$54.95	\$54.95	Next Day		Desktop Parts	eMachines Pov Sur	

FIG. 21B

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

Log On to: Paul Hsu

EMachines Support System

RMA Defect Parts Inventory

SKU	Category	Manufacturer	Description	Price	Quantities	Weight	Location	Edit
569	Floppy Drive	eMachines	eFDD Samsung SFD-321B		1	1.10	A12	edit
525	Heat Sinks	eMachines	eFan Onan MMX/AMD-K5		0			edit
525	Heat Sinks	eMachines	eFan AAVID MMX/AMD-K5/MII		1			edit
527	Heat Sinks	eMachines	eFan AAVID MII(w/o PAD)		0			edit
528	Heat Sinks	eMachines	eFan AAVID Intel PIII SECC2		0			edit
529	Heat Sinks	eMachines	eFan Duxing Celeron SEPP (w/o Clip)		0			edit
530	Heat Sinks	eMachines	eFan Duxing Celeron SEPP Clip		1			edit
531	Heat Sinks	eMachines	eFan AAVID Celeron FCPGA		1			edit
532	Heat Sinks	eMachines	eFan Foxconn Intel FCPGA		0			edit
AL002	KDS Products	KDS	eOne mouse		0			edit
AL003	KDS Products	KDS	eOne Keyboard		1			edit
AL004	KDS Products	KDS	eOne power cord		1			edit
566	Keyboards	eMachines	eKB Chicory 2971-Standard		0			edit
567	Keyboards	eMachines	eKB Chicory 5001-Standard		2			edit
568	Keyboards	eMachines	eKB BTC 5000A5-Key/Internet		7			edit
569	Keyboards	eMachines	eKB BTC 5190(19-Key/keys)		3			edit
232	Modems	eMachines	eModem Rockwell MM56DCI		74			edit
414	Modems	eMachines	eModem Lucent MM5750		159			edit
571	Mouse	eMachines	eMouse Logitech M-SAS51		6			edit
AL001	Power Cord	eMachines	eTower / eView cord		0			edit

